

CITY OF CLEVELAND – DEPARTMENT OF PUBLIC UTILITIES

REQUEST FOR PROPOSAL

ORACLE CUSTOMER CARE & BILLING UPGRADE

ADDENDUM No. 4

June 8, 2018

The proposal due date is June 15, 2018 by 12:00 p.m.

Additional questions received:

RFP Questions:

1. Page 5 – Introduction. The RFP states, "The result of this procurement process will be one or more contracts with one or more consultants for the services described herein. The contract term will be three years with two one-year options to renew."

- Question: Must the vendor respond to all sections within the RFP in order to be compliant, or can vendors respond to specific sections of the RFP?

Answer: Proposers must respond to each phase as identified in the Scope of Services and Proposal Contents of the RFP

2. Page 12 – Potential Roles.

- Question: Are the "Potential Roles" listed required to have prior CC&B experience. I.e., is CC&B experience desirable but not a requirement?

Answer: CC&B experience is preferred

3. Page 67 – Appendix E – Fee Proposal.

The Management Fee for 3rd Party Resources:

Clarification: Once the project has commenced, any additional role identified by the City of Cleveland, Department of Public Utilities will be negotiated between both parties to complete the task.

City of Cleveland, Department of Public Utilities reserves the right to request additional or replacement of approved sub-consultants; sub-consultants can be added to or removed from the prime firm's contract. The corresponding rate or rates will be negotiated and agreed upon by both parties as it relates to administration and/or mark-up fees

- Question: What is meant by the following: "The Management Fee for 3rd Party Resources are roles that will be negotiated between the Proposer and the DPU CIO. Include the hourly rate in the fee table. "?

Answer: Yes, for each specified phase, for identified roles. For additional roles, see above clarification.

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- Question: Specifically, What is meant by “the management fee”?

Answer: This is the Administration/mark-up fee(s) for adding or replacing a sub-consultant(s) to the prime firm’s contract which would include both Suggested Roles and Additional Roles. Rate or rates will be negotiated and agreed upon by both parties.

- Question: Are the 3rd party resources considered to be the selected vendor’s subcontractors? If not, to what specifically are the “3rd party resources” referring?

Answer: Yes, 3rd party resources are considered sub-consultants.

4. Page 68 – Appendix E – Fee Proposal.

- Question: Should anticipated travel expenses be bundled with the fixed hourly rate or itemized separately? Itemized separately under reimbursable expenses if separately, what level of detail is required? Activity-level description details please provide an example.

Answer: Please reference and adhere to Appendix G: Reimbursable Policy contained within RFP